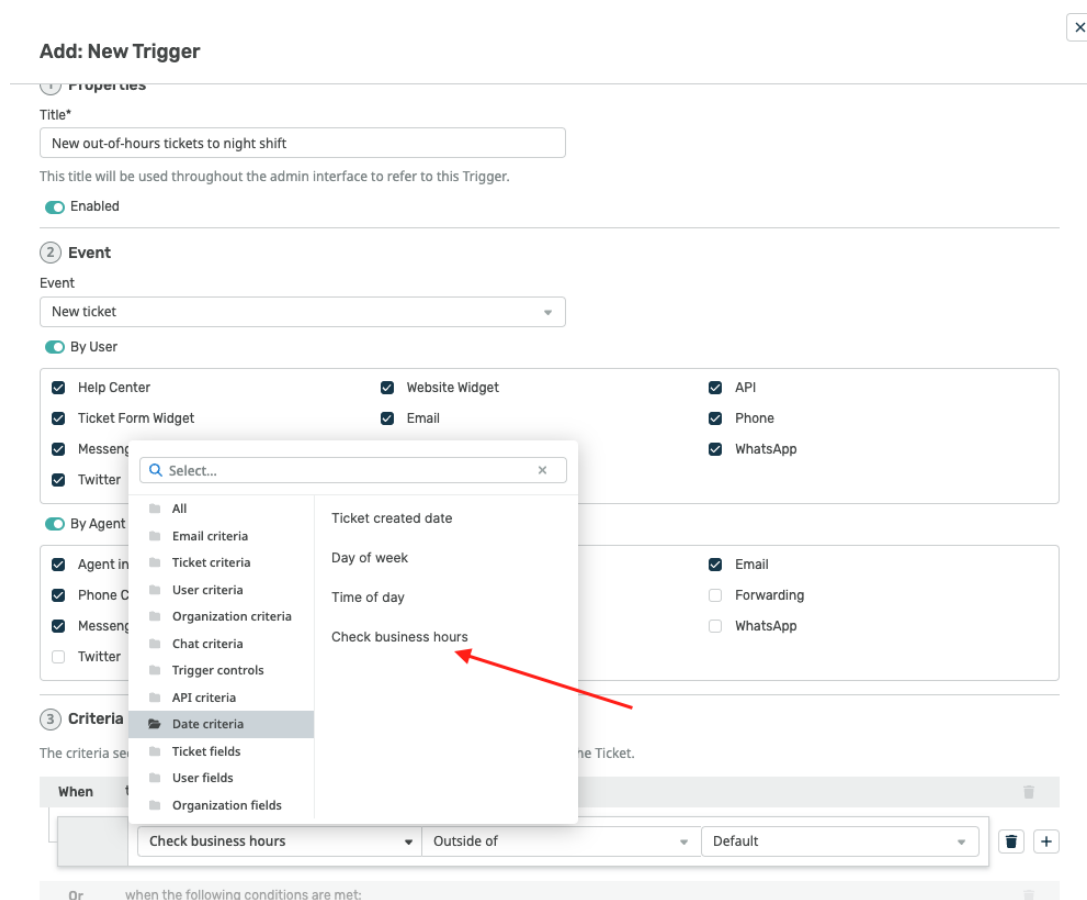


How do I assign out-of-hours tickets to a particular team?

Manu Marquez - 2024-01-09 - Comments (0) - Triggers

Suppose you want to treat incoming tickets differently if they are created outside of working hours. In this example, we'll show how to assign them to a night shift team.

This is easy to accomplish with triggers. Go to **Admin > Business Rules > Triggers**, add a new Trigger, select the **Event** type and the **Criteria: Date Criteria > Check Business Hours**



Add: New Trigger

1 Properties

Title*
New out-of-hours tickets to night shift

This title will be used throughout the admin interface to refer to this Trigger.

☒ Enabled

2 Event

Event
New ticket

☒ By User

☒ Help Center
☒ Ticket Form Widget
☒ Messenger
☒ Twitter

☒ Website Widget
☒ Email

☒ API
☒ Phone
☒ WhatsApp

☒ By Agent

☒ Agent in
☒ Phone C
☒ Messenger
☐ Twitter

3 Criteria

The criteria selected for this Trigger.

When
Check business hours

Outside of

Default

Or when the following conditions are met:

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Check business hours

▼

Within

▼

Default

▼

🗑️

+

Or when the following conditions are met:

Select...

▼

Select...

▼

🗑️

+

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Set assigned team

▼

N

Night Shift

▼

🗑️

+

Create

Cancel

Note that the "business hours" used will be those **Default Working Hours** in **Admin > Configuration > Business Hours** - but you could choose to specify custom hours just for this trigger.

You'd probably also want the same team to receive *replies* to tickets from users, not just new tickets. To achieve this, create a new Trigger with the event **New Reply**

Add: New Trigger

1 Properties

Title*

Out-of-hours replies

This title will be used throughout the admin interface to refer to this Trigger.

☒ Enabled

2 Event

Event

New reply

☒ By User

☒ Help Center

☒ Phone

☒ API

☐ SMS

☒ Email

☐ WhatsApp